

CARE COMES HOME.



Home Health Care Management 2013 Annual Report

Berks VNA • Pottstown VNA • Advantage Home Care



Our Mission

The mission of our family of companies is to identify and provide access to home and community-based health care related services with a focus on helping individuals achieve a level of physical and emotional well-being and independence in their home of choice. Within the financial constraints of our organization, we will provide care to patients without regard for their ability to pay.

President's Message

Dear Friends,

As more and more baby boomers hit retirement age, and many of us find ourselves in the “sandwich generation”, caring for parents and for children, we ask ourselves: What does it take to stay independent? A supportive family? Good neighbors? Money?

The short answer to those questions is – Yes. Support comes in many forms, and the more support a person has, the more likely he or she is to be able to live independently.

But what happens when a person has limited support? That’s where Berks VNA, Pottstown VNA, and Advantage Home Care come in, and that’s where your support makes all the difference.

With your help in 2013, our agencies were able to provide home health care and private duty assistance that helped more than 7,000 of our neighbors get the support they needed to live in their homes, rather than in nursing homes or other facilities.

With your help in 2013, our agencies were able to contribute more than \$3,250,000 in community support through un-reimbursed care and charitable programs.

And with your continued support in 2014 and beyond, the agencies of Home Health Care Management will continue to provide unrivaled care for those who need it most.

Thank you for your continued support and for the privilege of serving our communities for 104 years.

Sincerely,

Lucille D. Gough
MSN, MBA, RN
President & CEO



CARE COMES HOME.



Our Companies Provide:

- **Skilled Nursing Care**
- **Rehabilitation Services**
 - Physical Therapy
 - Electric Stim
 - Occupational Therapy
 - Speech/Language Pathology Therapy
- **Specialized Therapies**
 - Home Infusion
 - Wound, Ostomy, Continence Therapy
- **Maternal/Child Health Services**
 - Prenatal/Postpartum Care
 - Neonatal/High-Tech Pediatric Care
 - Childhood Immunizations
- **Chronic Care Management**
 - CHF Disease Management Program
 - COPD Management Program
 - Diabetes Management Program
- **Psychiatric/Mental Health Program**
- **Medical Social Work Services**
- **Palliative Care**
- **Hospice Program**
- **Telehealth**
 - Video Monitoring System
 - Health Buddy®
- **Nutritional Counseling**
- **Wellness Clinics**
- **Support Groups**
- **Private Duty Nursing/Caregivers**
- **Personal Care Services**
- **Homemaker Services**
- **Lifeline - Emergency Response Program**
- **Prescription Medication Dispensing System**
- **Ride-N-CareSM**
- **Elf Program**
- **Senior Care Advisors Program**
- **Advantage Care Cottages**



Patients Say It Best:

“A few months ago surgery was performed on my foot at which required the services of Berks Visiting Nurses. I just want to express my appreciation for the excellent and professional services that were performed by members of your staff. I would especially like to recognize my nurse for her outstanding and professional services she provided during the healing process and recuperation. She is a very caring and dedicated person, and a true credit to her profession.

I want to say thank you not only to my nurse, but also the other visiting nurses who provided for my care and speedy recovery. I truly believe that the healing process would have been much longer had it not been for their outstanding care.”

— George

Advantage Home Care 2013 Annual Statistics

Client Services Statistics:

Total Unduplicated Clients	713
Total Hours of Service	59,526
Telehealth Service Units	4,327

Hours by Discipline:

Personal Care / Home Health Aide	16,038
Homemaking / Home Helper	9,621
RN Private Duty Service	0
LPN Private Duty Service	0
Aide Private Duty Service / Waiver / HSDF	33,867
Total:	

Clients By Age:

Unknown	14
Under 21	1
21-64	50
65-100	643
Over 100	5
Total:	713

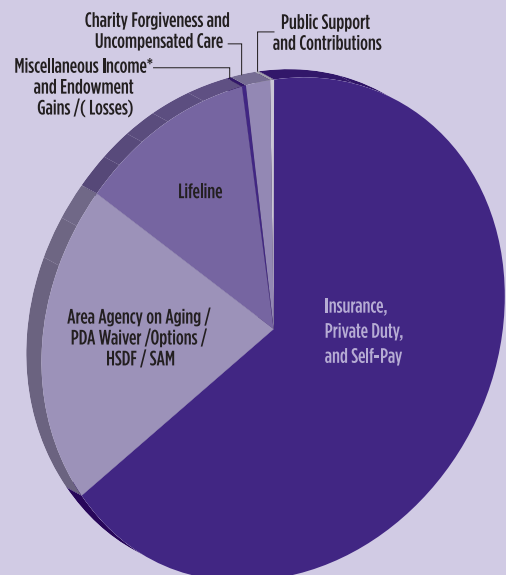
Miles driven by AHC Staff in 2013 = 208,341

Funding for Services:

Insurance, Private Duty, and Self-Pay	\$906,614	65.6%
Area Agency on Aging / PDA Waiver / Options / HSDF / SAM	\$284,068	20.6%
Lifeline	\$161,206	11.7%
Miscellaneous Income* and Endowment Gains / (Losses)	\$3,393	0.2%
Charity Forgiveness and Uncompensated Care	\$24,454	1.8%
Public Support and Contributions	\$1,395	0.1%

Total Dollars Used to Provide Services \$1,381,130

**Investment Income, prior year adjustments, miscellaneous income*





Berks Visiting Nurse Association 2013 Annual Statistics

Client Services Statistics:

Total Unduplicated Clients	4,915
Total Visits	73,957

Hours by Discipline:

Professional Nursing	34,658
Care Management (RN)*	978
Physical Therapy	15,013
Speech Therapy	765
Occupational Therapy	5,656
Social Work Services	1,439
Care Management (SW)*	5,892
Home Health Aide	8,609
Non-Billed Support Visits	947
Total Visits	73,957

* Area Agency on Aging Care Coordination Visits

Clients By Age:

Unknown.....	21
Under 21.....	48
21-64	1,372
65-100	3,460
Over 100.....	14
Total:.....	4,915

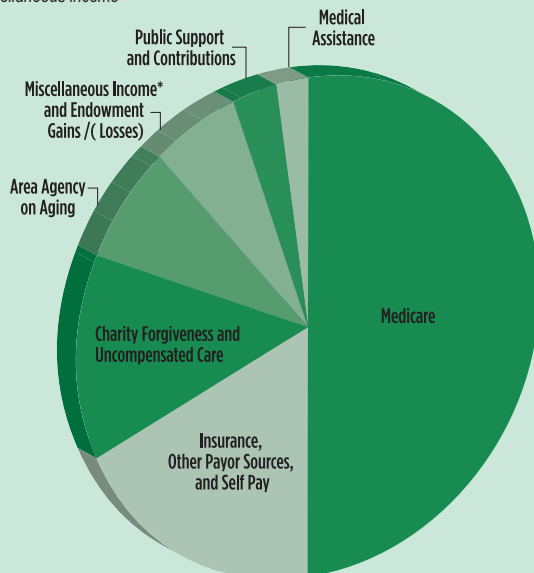
Miles driven by BVNA Staff in 2013 = 736,487

Funding for Services:

Medicare.....	\$7,155,871	50.0%
Insurance, Other Payor Sources and Self-Pay.....	\$2,643,141	18.5%
Charity Forgiveness and Uncompensated Care.....	\$1,909,886	13.4%
Area Agency on Aging.....	\$1,017,221	7.1%
Miscellaneous Income* and Endowment Gains / (Losses)	\$826,969	5.8%
Public Support and Contributions.....	\$432,535	3.0%
Medical Assistance	\$316,526	2.2%

Total Dollars Used to Provide Services..... \$14,302,149

*Investment income, management fees, prior year cost report settlements, miscellaneous income



Visiting Nurse Association of Pottstown & Vicinity

Also doing business as
Greater Lehigh Valley Visiting Nurse Association

2013 Annual Statistics

Client Services Statistics:

Total Unduplicated Clients	1,678
Total Visits	23,880

Hours by Discipline:

Professional Nursing	11,622
Physical Therapy	6,071
Speech Therapy	255
Occupational Therapy	2,091
Social Work Services.....	488
Home Health Aide.....	3,086
Non-Billed Support Visits.....	267
Total Visits:	23,880

Clients By Age:

Unknown.....	5
Under 21.....	19
21-64	511
65-100	1,141
Over 100.....	2
Total:.....	1,678

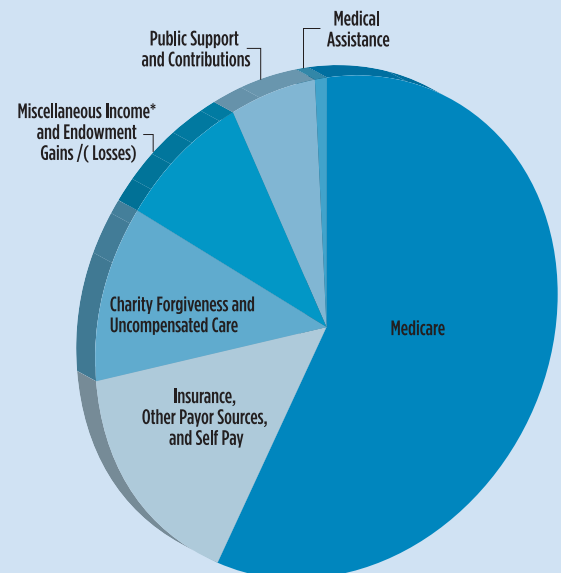
Miles driven by VNAP Staff in 2013 = 233,224

Funding for Services:

Medicare.....	\$3,077,188	57.8%
Insurance, Other Payor Sources, and Self Pay	\$850,895	16.0%
Charity Forgiveness and Uncompensated Care.....	\$587,160	11.0%
Miscellaneous Income* and Endowment Gains / (Losses)	\$462,994	8.7%
Public Support and Contributions	\$304,178	5.7%
Medical Assistance	\$43,490	0.8%

Total Dollars Used to Provide Services..... \$5,325,905

*Investment income, management fees, prior year cost report settlements, miscellaneous income, rental income





Patients Say It Best:

“Our family has been very pleased with the Hospice services provided by Lehigh Valley VNA. The personnel are very courteous, caring and knowledgeable. The follow through has been excellent.”

— Pamela

“Your nurse was always prepared with proper equipment and her appearance very professional. Kind and considerate of everyone and their needs.”

— Arthur

“Very Pleased! Both RNs & PTs were exceptionally friendly, considerate, professional, well-spoken and punctual. Could not ask for anything more.”

— Barbara

Honor Roll of Contributors

We gratefully acknowledge donations received to support our charitable care services. These gifts provide hope and healing to the homebound ill and disabled in our community. These donations were received by all of our organizations during 2013.

If we omitted or misspelled your name, we apologize. Please phone 610-378-0481, ext. 3142 to correct our records.

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Patients Say It Best:

“Our nurse was amazing, she was very good in the way she expressed her instructions and handled the last night of mom’s life with such tenderness and caring for mom, as well as her concern for Judy and I.

We also would like to extend a warm thank you to our case manager. We were faced with numerous medication issues and she was professional and courteous to each person she reached out to in order to resolve these issues. We were always given wonderful instructions on how to help mom. I had numerous questions for our case manager, testing her patience, and she remained kind through my insistent questioning.

Words can never express the utmost respect that we have for the entire BVNA Hospice Care Department.”

— A Grateful Family

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